ALCO Professional™

Reporter Broadcast

Version 11.4.0

User Manual

October, 2012

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Introduction

ALCO Professional™ Broadcast is an integrated IP audio Software Codec (Soft Codec) designed specifically to meet the demands of the broadcast industry for a high quality Internet audio link solution that provides outstanding audio quality with low latency and high connectivity.

It is a reliable IP link based on proprietary ATC Labs Audio Technology and proprietary low delay high fidelity audio compression technology. Be it sports venue or concert hall, field reporters can deliver high quality, crystal clear audio to broadcasting stations all with extremely low audio coding delay. ALCO Professional™ Broadcast uses any available IP network such as 2G/3G wireless or wired Internet & hotspots.

ALCO Professional™ Broadcast allows the field reporter to transmit live onsite news for on air broadcast cost-effectively and reliably over any available IP network including wireless broadband.

ALCO Professional™ Broadcast supports advanced features such as **Call Recording (mp3/wav), Real Time Text Messaging, Playlists Handling, Offline Reports &Real Time File Transfer.** Multiple bit rate options – 32/64/128/256 kbps are supported using ATC Labs proprietary high fidelity low delay perceptual audio compression technology: **Audio Communication Coder (ACC).**

ALCO Professional™ Broadcast features reliable point-to-point or point-to-multi point communication. It allows up to 3 Host-Reporter links on a single Call.

Features

1. Outstanding Audio Quality: High Fidelity Stereo/Mono.
2. Extremely low audio coding delay.
3. High connectivity through firewalls using ATC Labs SIP Server, no need for fixed IP addresses.
4. Receive and share live audio from the field directly and continuously.
5. Conference Calls, Call Hold and multiple Parallel Calls.
6. Mix more than one Audio Source.
7. Switch Codecs and/or Bit Rated on the fly.

Technical Parameters

Technical Parameters	
Codec's Bit rates	Support 32, 64, 128Kbps
Frequency Response (20Hz to 15KHz)	Better than ± 0.06dB
Distortion (THD) (20Hz to 15KHz)	≤ 0.05%
Signal to Noise Ratio (20Hz to 15KHz)	Better than 85dB

System Requirements

1. Desktop, laptop or Tablet (recommended) or any PC running Windows XP, Windows Vista and Windows 7 Operating Systems.
2. Professional Microphone and Speaker either built-in or separate.
3. Internet Connection preferably high speed broadband.
4. At least 1GHz processor, 256 MB RAM, minimum 50 MB free disk space on the hard drive.

Audio over IP for ALCO Broadcast
Broadcasting studio receiving live news.
Wireless Internet
Field Reporter with a netbook PC and USB modem
Live high fidelity audio transmitted to the listener instantly.

Downloading ALCO Professional™Reporter

1. To download an evaluation copy which is a 3 day version, submit a form from the following location: http://www.atc-labs.com/ALCOProfessional.html
2. Click on the link to download the file. Run the file on your computer.
3. Follow the set up wizard to install the application on your computer.

***Purchase license to activate the software for uninterrupted use.**

Getting Started

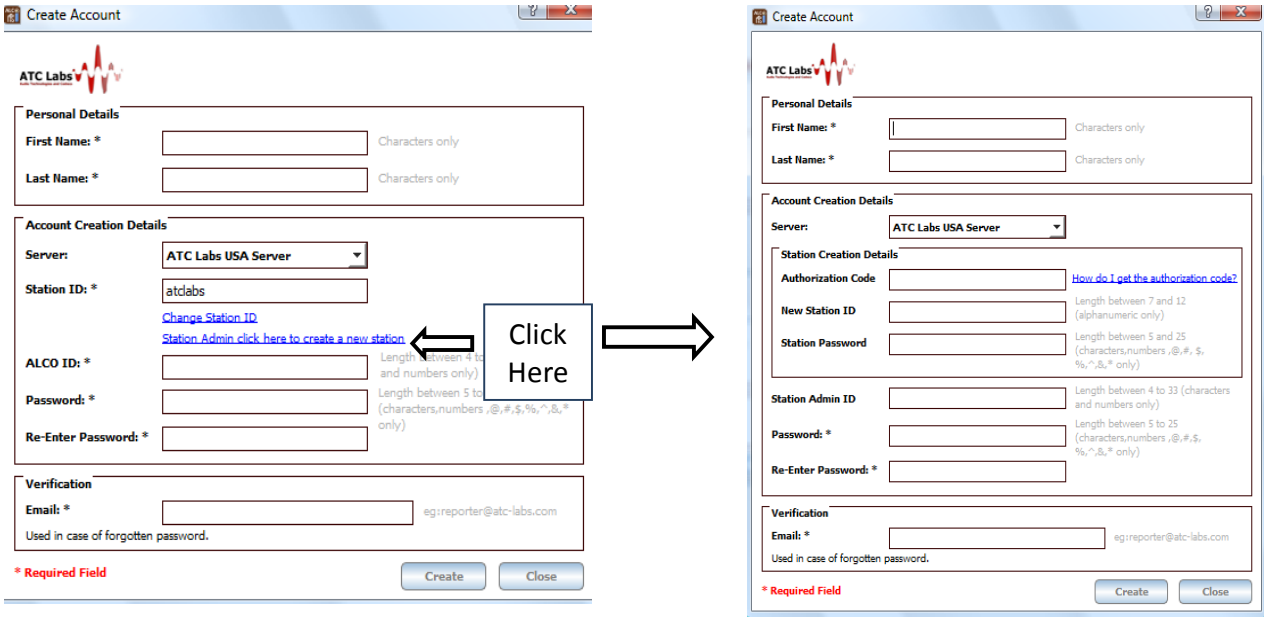
1. **Open ALCO Professional™ Reporter on your computer**
   Locate the shortcut for ALCO from your computer desktop or under **Start > All Programs > ALCO >ALCO Professional** and click to open.
2. **First time users** who have not created the ALCO ID**, Click 'Don't have ALCO ID'**
   This opens a create account window. Type all the required information and choose ALCO ID and Password, confirm Password and enter your E-mail address. For this evaluation download, user will be utilizing the 'atclabs' Server/Station ID during the evaluation period. After entering these details click **Create**.

***Important Note while creating new ALCO Professional Station ID**

Station Admin:
Anyone having the ALCO authorization code can establish his/her own Station and its Station Users.
The authorization code can be used only once to create a Station.

The very first time when you use your authorization code do the following:

1. Click on *Station Admin Click Here to create a new station* to fill in the station creation details.
2. Fill in the other details of the Account creation dialog to create an ALCO ID.



The ALCO ID you created will be the ALCO ID for the host of the new station. As a Station host you have the following privileges:

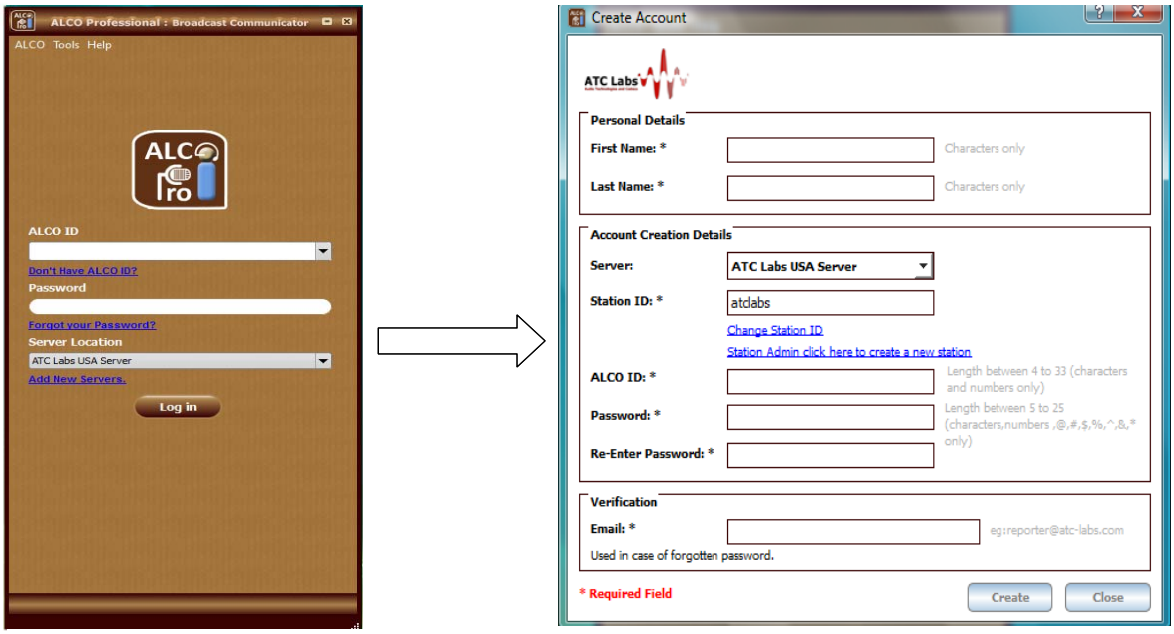
- Add users to your station
- Delete users from your station
- Invite users to join your station

The station ID and the password will be used by any other person who wishes to join the station during the creation of the ALCO ID with the specified Station ID.

***The maximum number of users that can be created within a station depends on the type of the license purchased.**

Station ID Field:

Please make sure that all the members/ colleagues/reporters at your radio station specify the same station ID in order to be able to search for your colleagues/reporters and add them to your list.



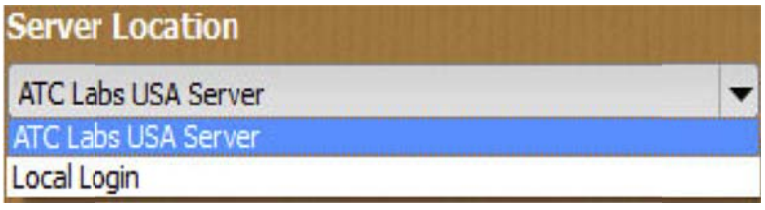
Change Station ID: While creating an ALCO ID with a station other than the 'atclabs' station, click on change station ID to pop up the following dialog box and fill in the Station ID you are willing to join and also give its password.

How to use:

Signing In:

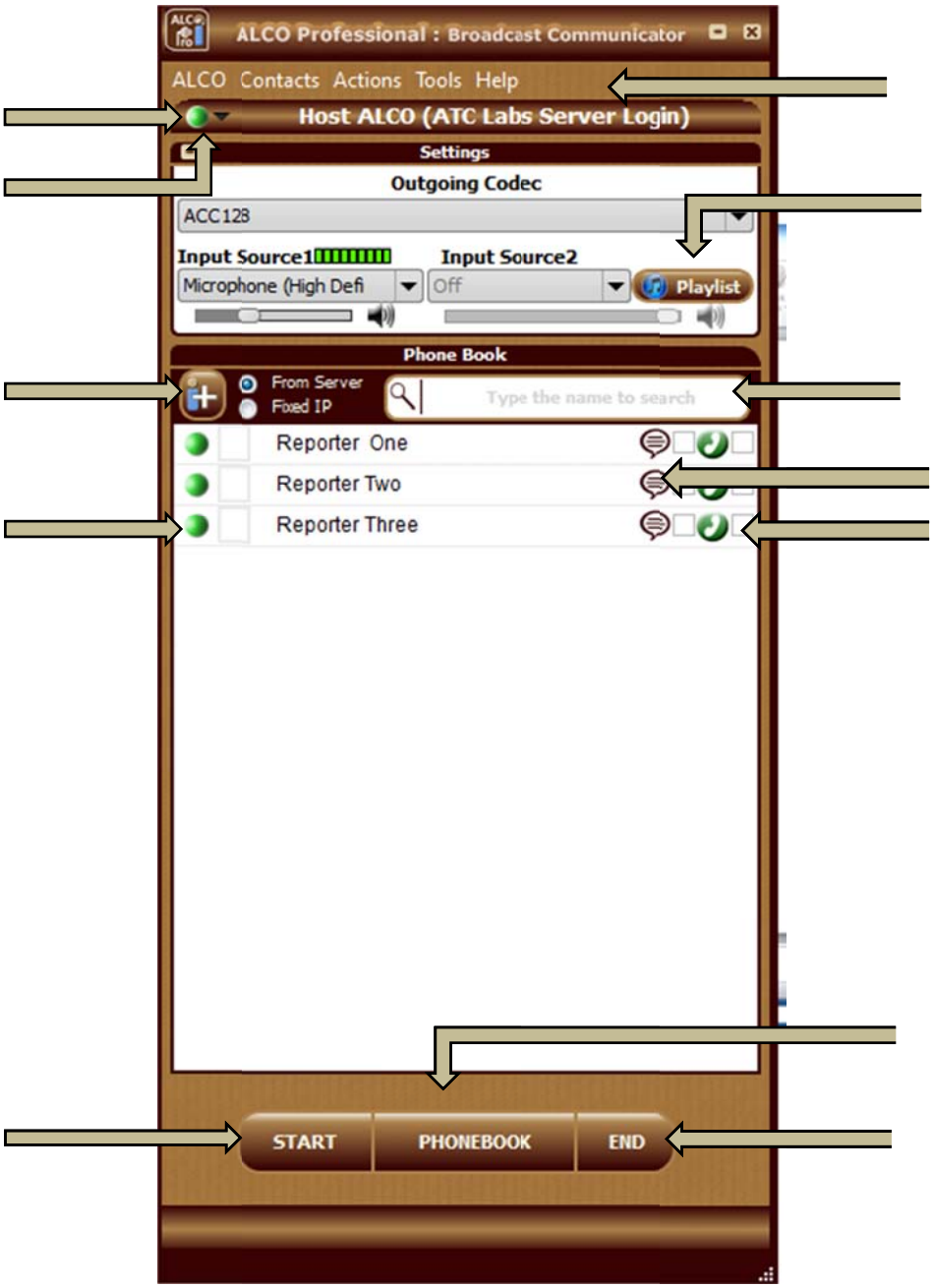
Log In using your ALCO ID and password.

Server Location:

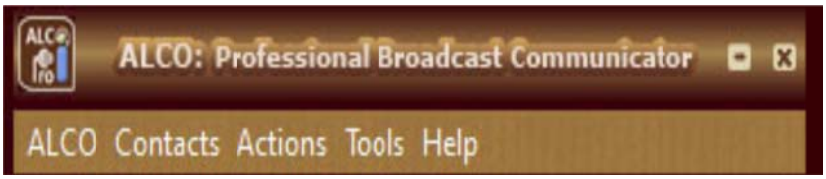


- ATC Labs USA Server – This login makes use of the ATC Labs Server and makes available all the server contacts as well as fixed IP contacts.
- Local Login – Allows only fixed IP contacts.

Interface Overview



Menu



ALCO:

Using this menu the logged in user can change the online status, edit profile, change password, logout, close the application (minimize to taskbar) and exit the application.

Edit your profile

You can edit the following elements of your profile:

- First Name
- Last Name
- Email ID
- Profile Picture

Change Password

Let's you change your password.

Contacts:

Let's you add a new contact, rename an existing contact, delete an existing and also let you show or hide the offline contacts.

This menu provides options to manage the contacts. Options include:

- Add a new contact
- Rename or delete an existing contact.
- Also, there is an option to hide or show the offline contacts.

Actions:

Lets' you start a chat, call only after selecting contact(s) by checking the check boxes against their names. Also you can **File a Report.**

Chat

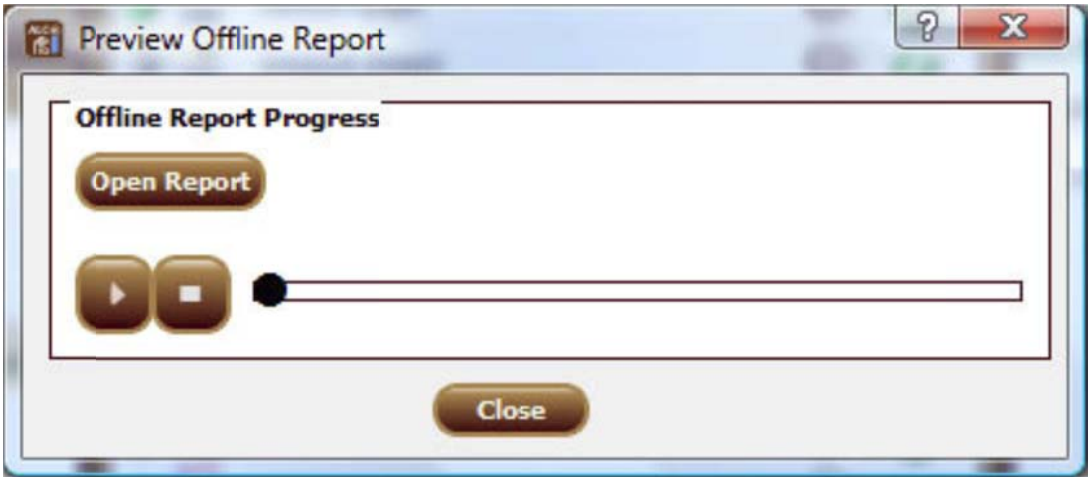
Select chat participants from the phonebook by checking the check boxes against them and then select chat from the menu to start a chat. Or you can also directly start chatting with a single contact in the phonebook by clicking on button next to the contacts name.

Call

Select call participants from the phonebook by checking the check boxes against them and then select chat from the menu to start a call. Or you can also directly start a call with a single contact in the phonebook by clicking on button next to the contacts name.

Preview offline report

Allow previewing a report when no call is in progress.



Playlist Manager

Open the Playlist manager.

Send File

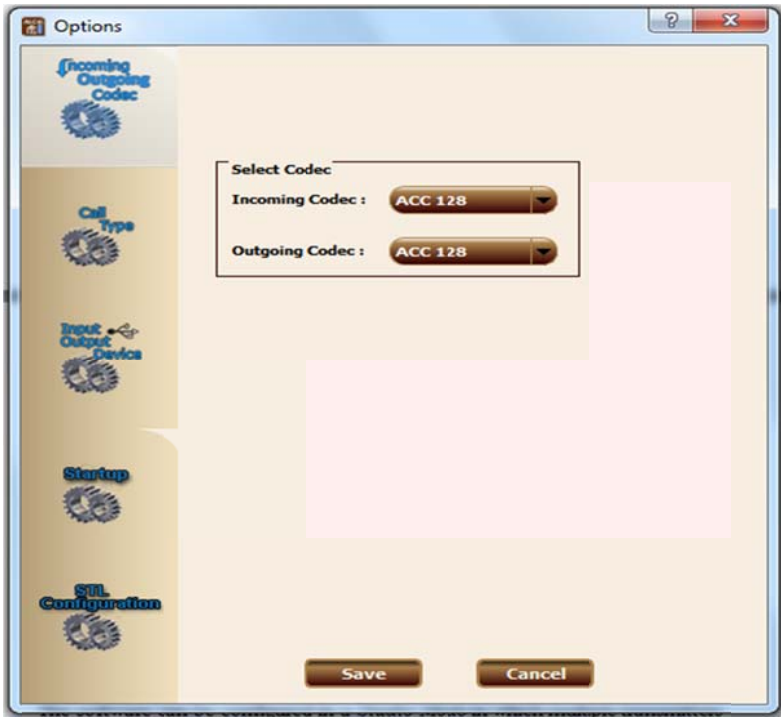
Select a phonebook contact by clicking on the contact and then select and send file.

Tools:

Options

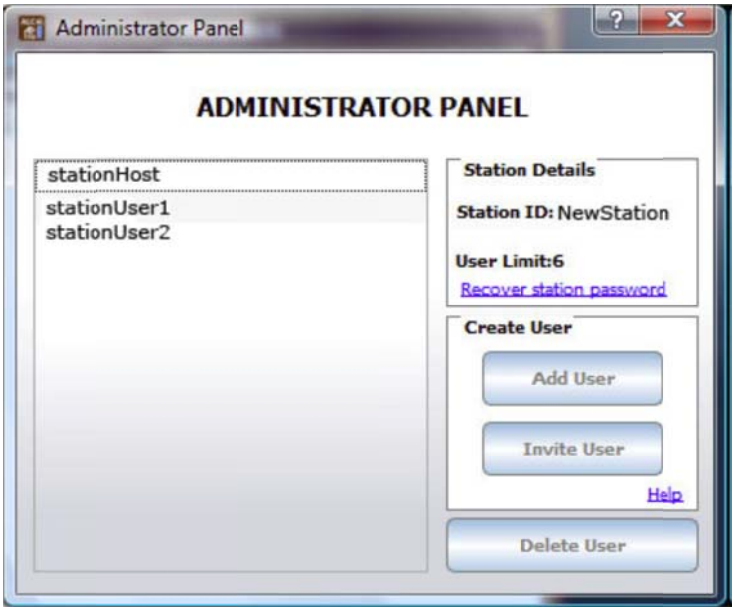
Using this Options window you can change the following:

1. Incoming codec for a call.
2. Call type selection lets you select for all outgoing calls either as a Host or as a Reporter or to select the call type using the call type selection window which pops up before a call start.
3. Input/output devices for calls.



Admin Panel

The Admin Panel is available only to a logged in Station Host.



- **Create User**

  Station host can create station users in either of the ways:

  1. **Add User** – Host is directed to create ALCO ID dialog with the current station ID. Creates a new user and automatically adds the new user to the contact list of other station users. Username is specified by Station Admin and can never be changed although the password can be changed.
  2. **Invite User** – Station Admin can send an email invitation to the users to create their own ALCO account for this station. The users will be able to choose their own ALCO ID but they need to manually add other station users to their contact list.

- **Delete User**

  Station host can permanently delete a station user.

Help:

Display the information about the latest ALCO Professional™ Reporter Version.

This menu has an option to display version information of the ALCO Professional application.

1. **About ALCO Professional:** Displays the version of ALCO Professional being used.

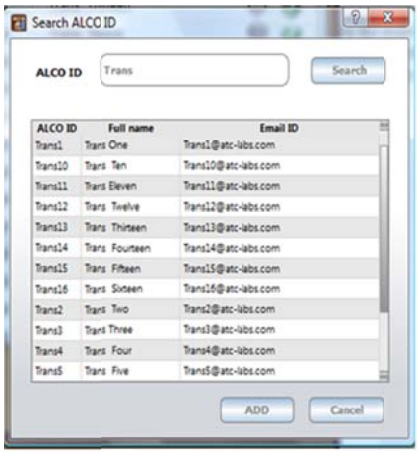
2. **Logging:** Used to change the way logs are being generated

Adding a Contact to Phonebook:

Click on the ‘Add a Contact’ button or select **Contacts > New** from the menu bar.

Server Contact:

A window pops up, type in the name of the contact and click on the search button. Select the contact you want to add and an invitation will be sent to the selected contact. Once the invitation is accepted, call, chat and file transfer can be initiated with the added contact.



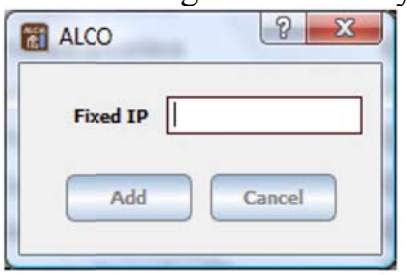
Add a contact to the Phonebook

Add request sent

Add request received

Fixed IP:

Allow adding a fixed IP to your contact list.

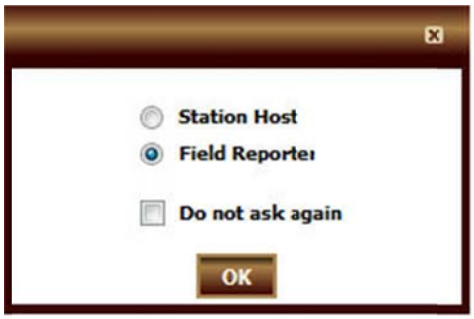


Starting a Call:

To start a Call with s single contact, click on the Call button next to the contact's name. You can also select **Actions > Call** from the menu bar after checking the checkbox against the contact's name. To start a conference Call, select contacts by checking the check boxes corresponding to the contact and click the Start Button START. To end the call use End Button END.

A select call type window pops up which prompt you to select whether you want to call as a **Host** or as a **Field Reporter**.

If you check the "Do not ask again" option, this box will not pop up again before a call is started and all the following calls will be based on your previous selection. However, if you want to change the call type or if you want to select the call type for each call, then go to **Tools > Option.**

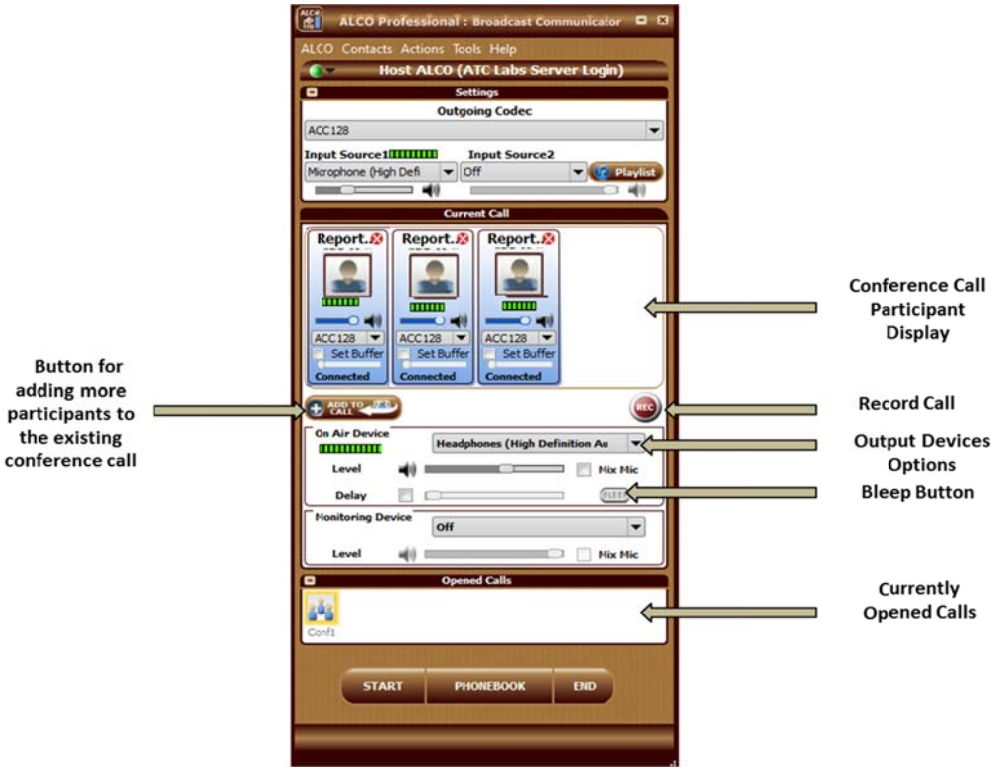


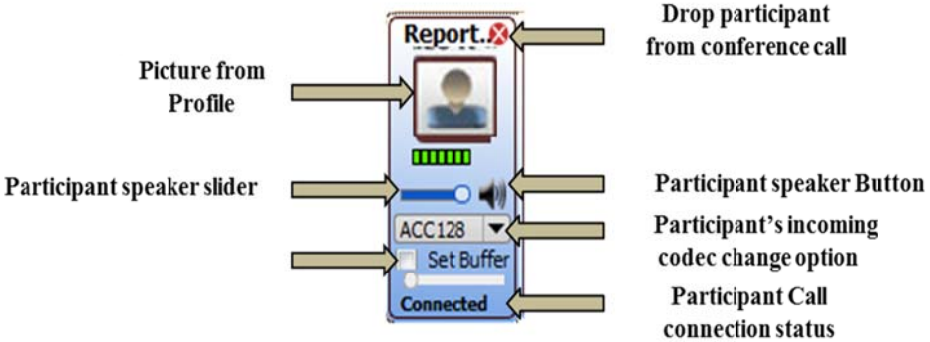
Call as a Host:

To call as a Host, select **Station Host** radio button for call type selection. When u Call as a Host you have the following privileges:

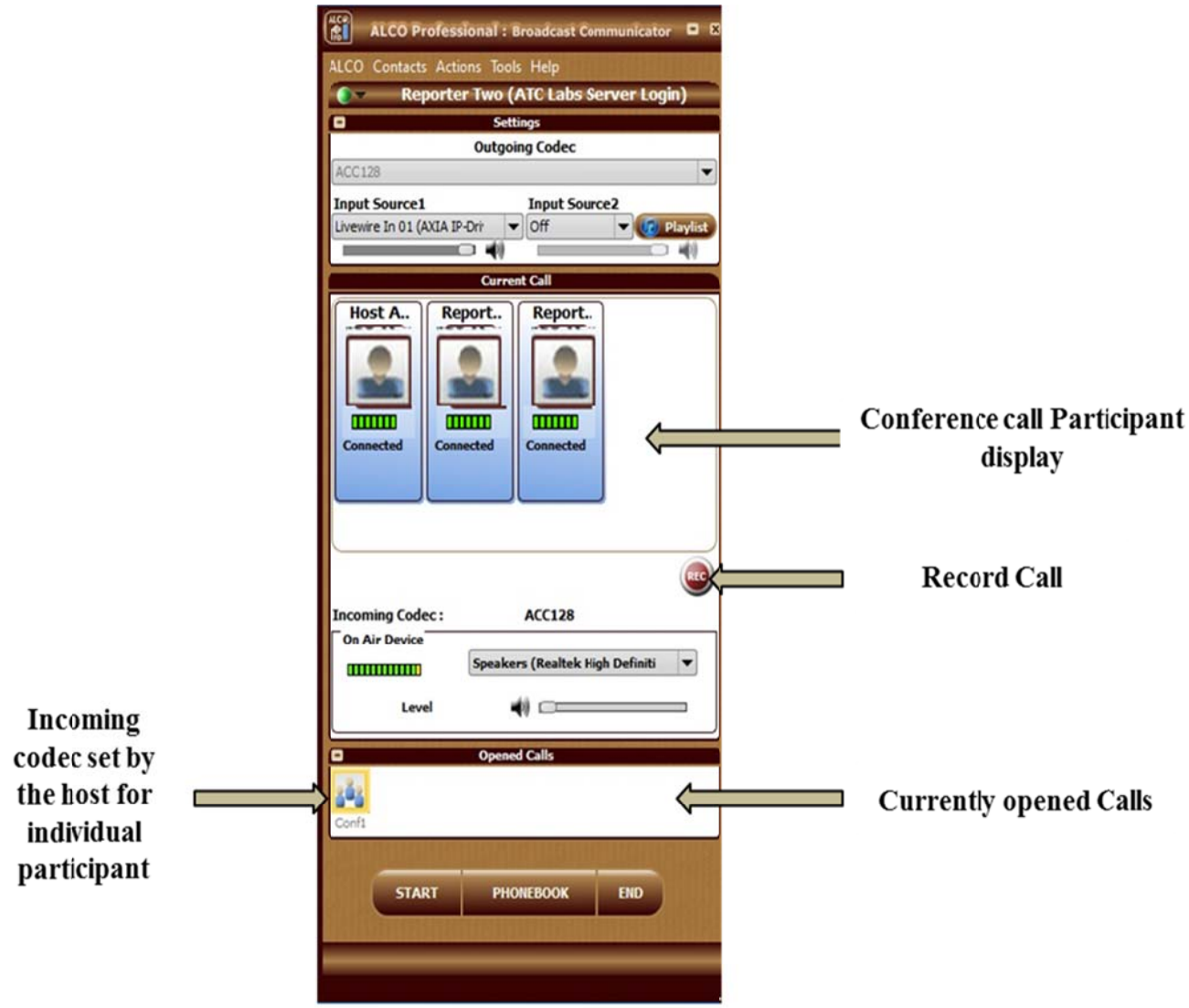
1) Add participants to a conference Call.
2) Drop participants from a conference Call.
3) Send a private message to a conference call participant.
4) Change Codec type for each participant.
5) Change volume levels for each participant.

6) Change **On Air** and **Monitoring** device and their volume levels.
7) Microphone mixing.
8) Set participants delay (used to set a delay of 3 sec during an inconsistent network so that the participants voice does not contain glitch but is delayed).
9) Set On Air Device delay and Bleep.





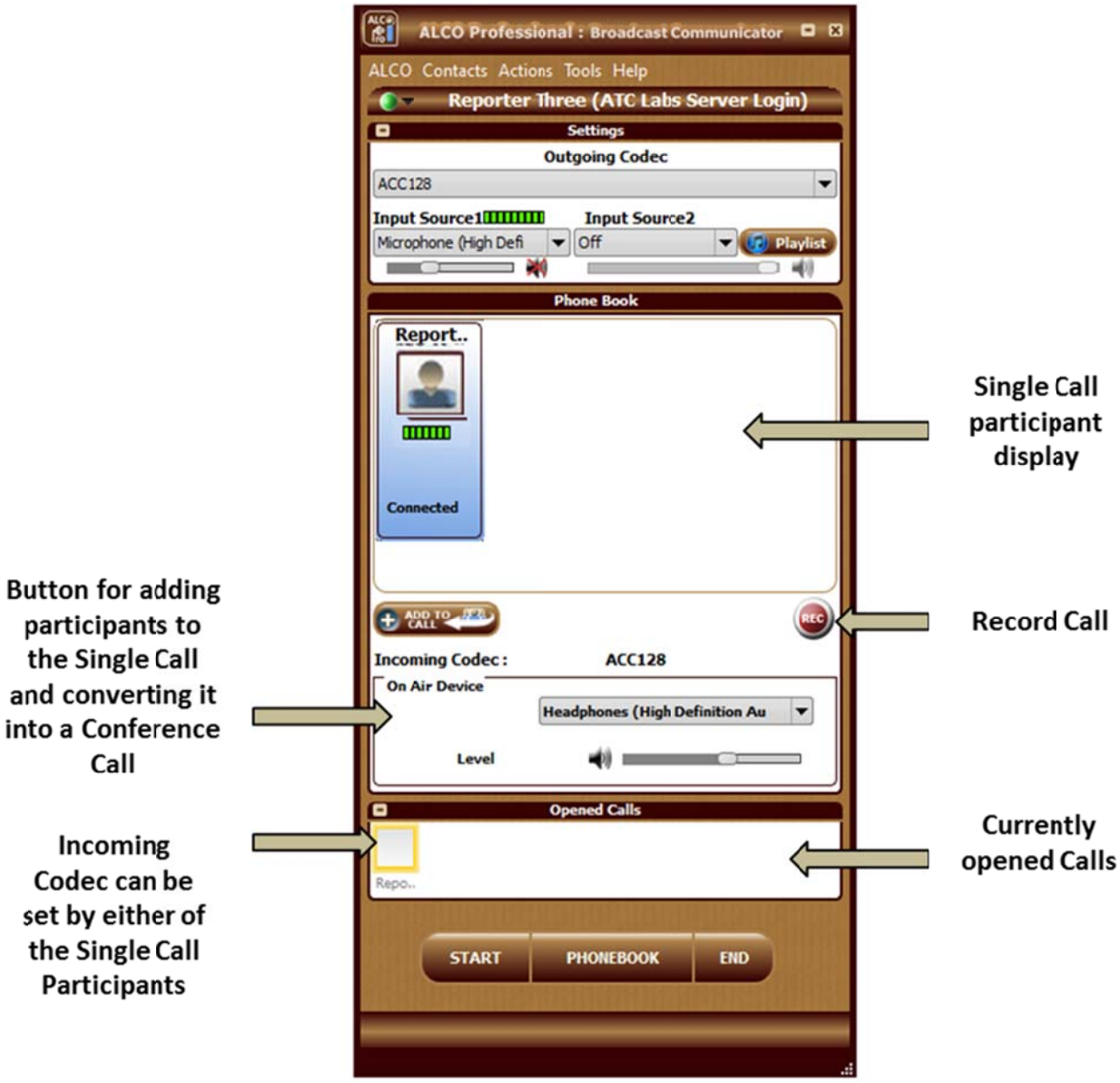
Participant view of conference call at host side



Participant/Reporter side display of a Conference Call

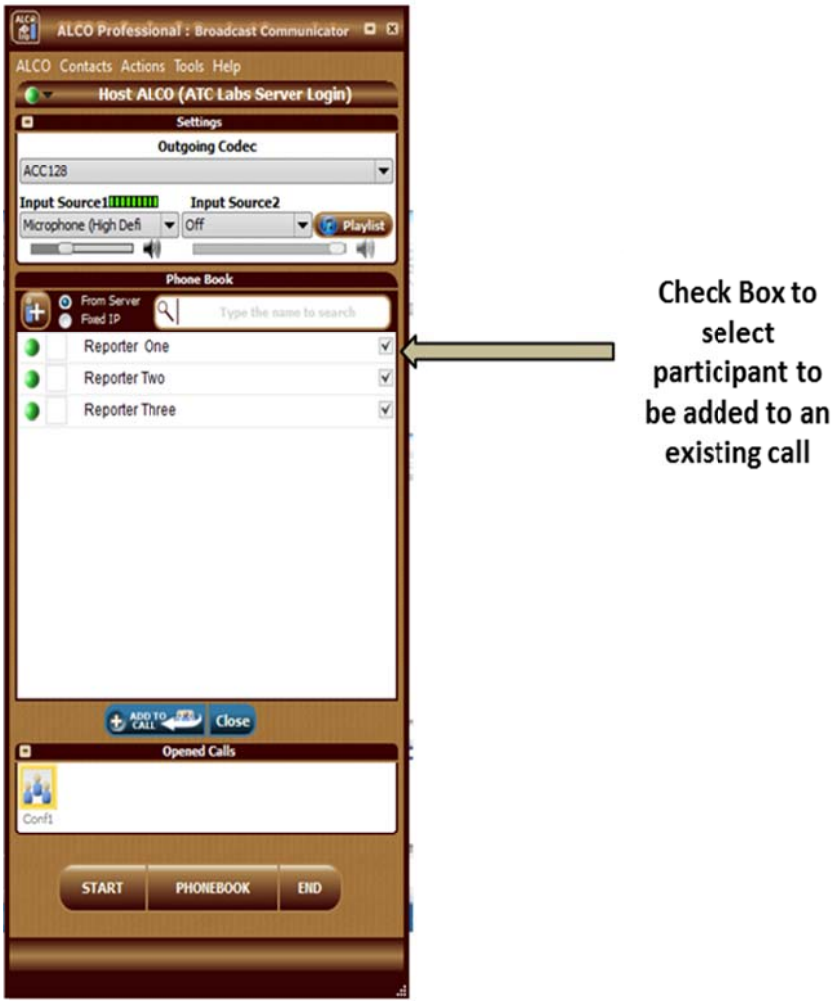
Call as a Reporter:

A reporter-to-reporter call is one-to-one call. Both participants of such a call can convert call into a conference call any time by adding participants to the existing call.



Add to call:

While calling as a Host you can add more participants to the existing call. To add participants, click on the Add to Call Button. The following view will appear from where the Host selects participants by checking the check boxes against the names and adding them to call.



Starting a Chat:

1. Select the participants of a conference Chat using the check boxes against the Contact's name. To start Chat with a single contact, click on the Chat button next to the Contact's name.
2. Click on

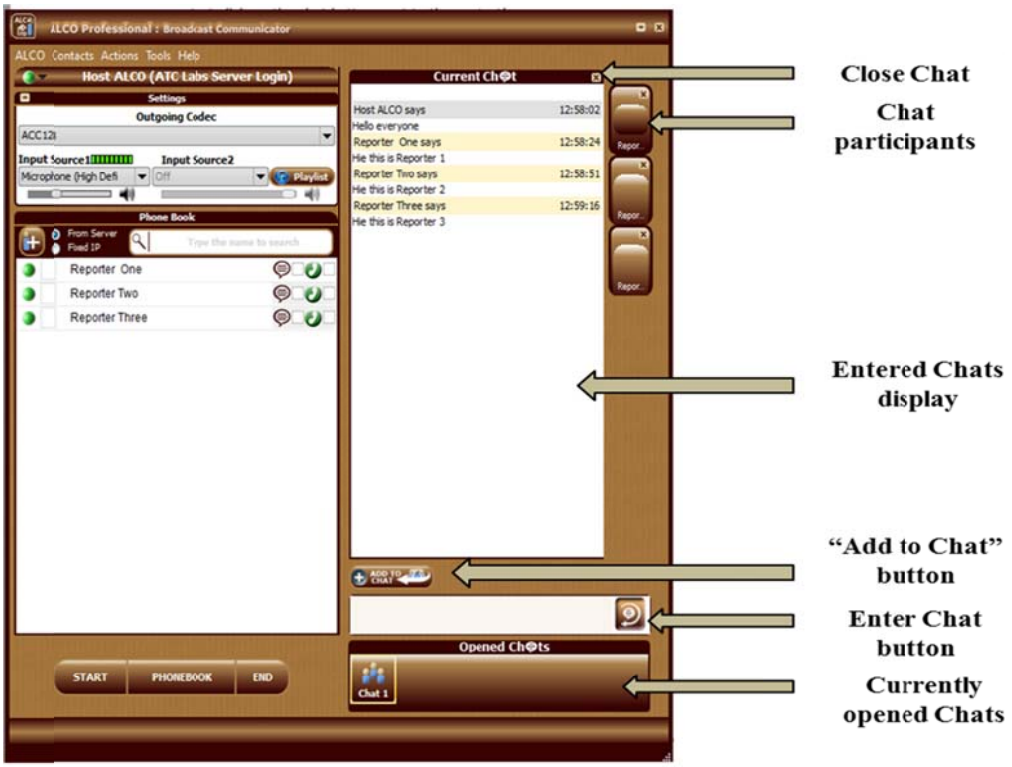
button to start the conference.
3. To end the Conference click on

button.

Chat as Host:

When you start a chat, you are the host of the chat and can perform the following actions:

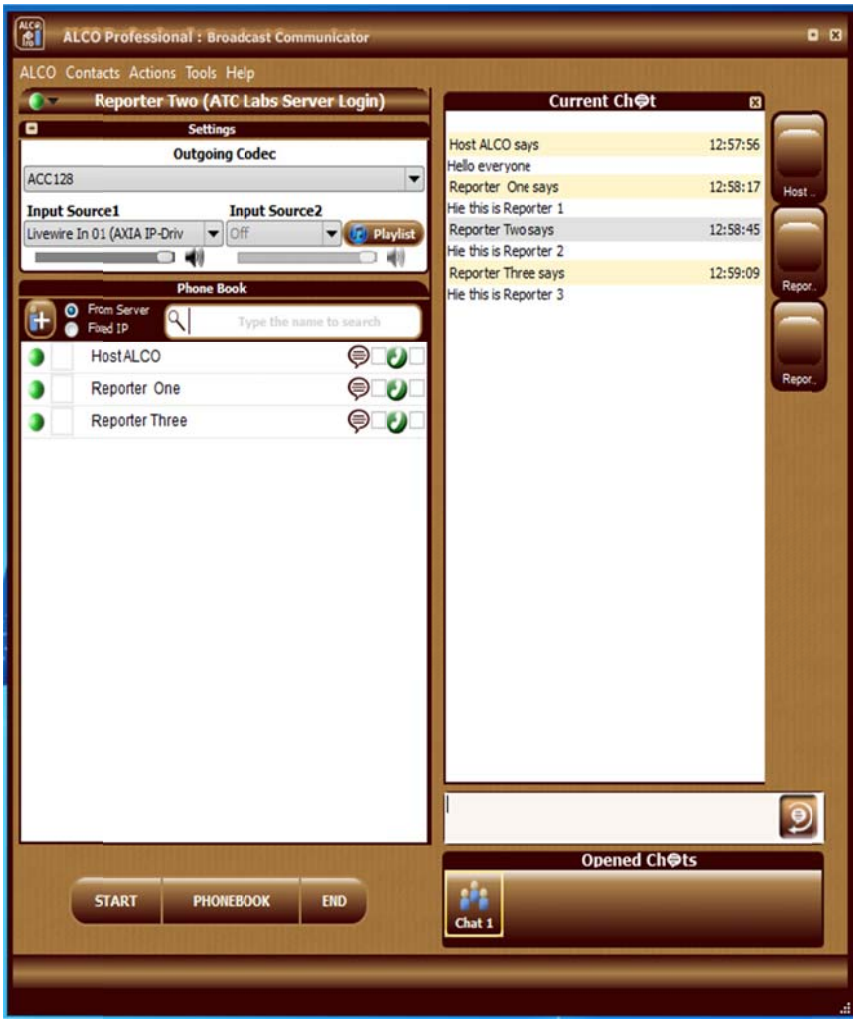
1. Add more participant(s) to the chat.
2. Drop participant(s) from chat.



Host side view of a Conference Chat

Drop Participant of a Chat

Participant of a Conference Chat



Receiver Side view of a Conference Chat

Add to Chat:

When you are the host of a Chat you can add more participants to the existing chat by clicking the ADD TO CHAT button which opens up a view to select the Contact's to be added.

Simultaneous Calls and Chats:

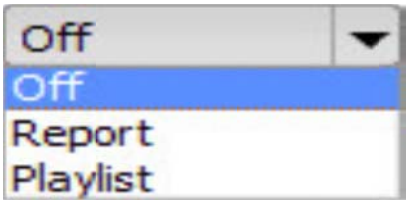
Any time during a call or a chat you can switch to the phonebook by clicking the phonebook button and can start another Call/Chat.

A maximum of three simultaneous calls are allowed. All the three single/simultaneous Calls are supported with a maximum of 3 participants in each. For Chats, the number of participants in a conference Chat limits to 3.

A Conference Call and a Conference Chat in progress simultaneously

Playing a report:

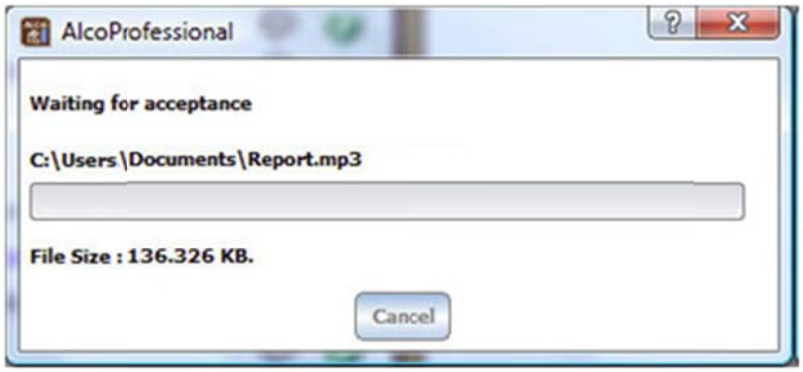
You can play a report during a call by selecting **Report** from the **Input Source 2** dropdown box.



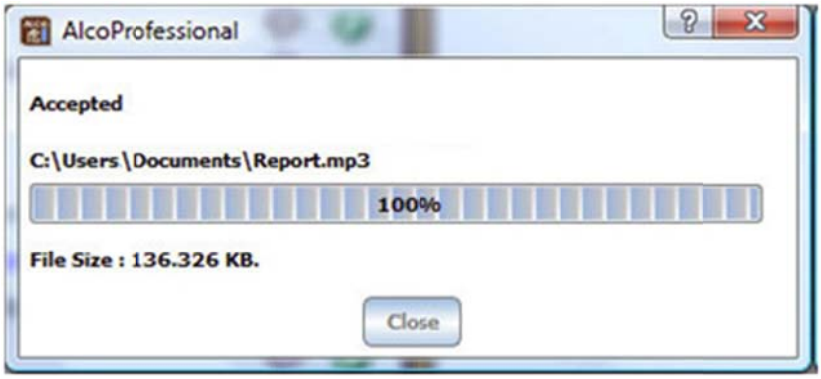
Send a File:

Using ALCO Professional™ Reporter you can send files of any format to a contact using the following steps:

1. Select a contact by clicking either on the contact name or on the contact's image. Doing so will turn the contact name to appear in blue.
2. Either right click on the contact name or select **Actions > Send File** from the menu.
3. A file browser will open to select a file to be sent.
4. Once a file is selected the following dialog will appear showing that the file transfer will start as soon as the file sharing is accepted by the contact it is being sent to.

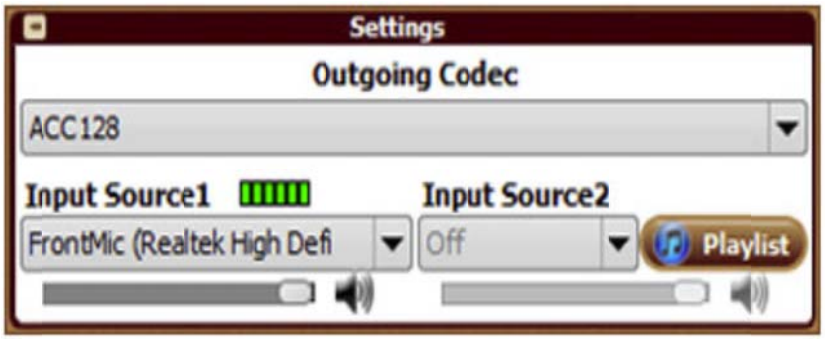


5. Once the file sharing request is accepted by the selected contact, the file transfer starts. A progress bar shows the progress of the file transfer.



File can be sent to all the participants of a call or chat by right clicking on the call and the chat page respectively.

Settings

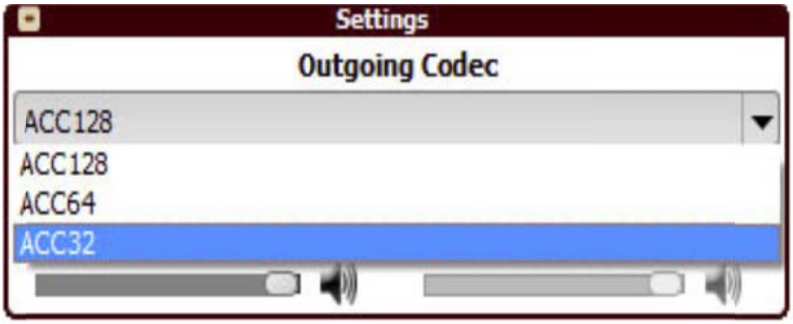


Input Source1
The software automatically detects and lists the input source devices available on your machine. Select the desired input source from the drop down menu.

Input Source2

Select any other input source (either a playlist or a report) from the drop down menu.

Outgoing Codec



To select the audio transfer codec, click on the Outgoing Codec Tab and choose the codec from the drop down menu. ALCO Professional™ Reporter uses ATC Labs high fidelity low delay perceptual audio compression technology, ACC (Audio Communication Coder) for audio transfer. ACC is offered at 4 different bitrates: 256kbps, 128kbps (CD quality), 64kbps (15KHz FM quality) and 32kbps (FM-like quality).

Important Note

The outgoing codec can be changed while on a call to adjust the desired bit rate or codec. For example, Reporter could be transmitting the data (outgoing codec) to the Radio Station using the ACC at 64kbps and at the same time the incoming codec from the Radio Station could be ACC at 128kbps. The Input Device Volume can be adjusted while on a call.

Playlist Manager

Playlist Manager allows you to create and manage playlists.
Different playlists can be created with various reports such that they can be played during calls. Each report can be trimmed be setting their start and stop points.

Frequently Asked Questions

1. Can I work Offline?
   No. To use ALCO Professional, it's mandatory to have Internet Connection preferably high speed broadband.

2. I cannot Logon. ALCO Professional won't accept my password.
   Probably you have forgotten your password. The previous password can be retrieved by clicking on the hyperlink 'Forgot your Password' on the login page. The password would be sent to you through Email. You can also reset your password. For this, go to **ALCO > Change Password** from the menu bar.

3. There is a problem with hearing the audio at the Host/Reporter end. How can I fix this?
   Check the microphone and speakers settings on your computer and also check if the Input Source 1 and On Air Device are correctly selected. Sometimes this could also happen because of low volume levels. So, check the volume levels at both the ends - Signal In and Signal Out.

4. I had an Internet failure! But even after the network is up again, the connected call still shows 'idle'.
   If you are facing such a problem, then just Logout of ALCO and Login again.

5. I hear a lot of interference during the call.
   Reduce the volume levels and also try changing the codec levels to different values. By making these small changes the interferences can be omitted.